

Substitute for Form 1449A & B/PTO				<i>Complete if Known</i>	
<u>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</u> <i>(use as many sheets as necessary)</i>				Application Number	Not Assigned
				Confirmation Number	Not Assigned
				Filing Date	November 24, 2003
				First Named Inventor	Jon Alfons Albert BOUWEN
				Art Unit	Not Assigned
				Examiner Name	Not Assigned
Sheet	1	of	1	Attorney Docket Number	Q78296

U.S. PATENT DOCUMENTS

FOREIGN PATENT DOCUMENTS

NON-PATENT LITERATURE DOCUMENTS

NON-PATENT LITERATURE DOCUMENTS			
Examiner Initials*	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city, and/or country where published.	Translation ⁶
/R.P./		M. A. Prunty, "CTI and the Web-Enabled Call Center" ANNUAL REVIEW OF COMMUNICATIONS, National Engineering Consortium, Chicago, IL, US, Vol. 51, 1998, pp. 799-802-, XP000793182	Yes

Examiner Signature	/Redentor Pasia/	Date Considered	05/27/2008
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*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

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